User Guide

XTP Switcher

XTP T USW 103

Three Input Switcher
with an Integrated XTP Transmitter

Extron Electronics
INTERFACING, SWITCHING AND CONTROL

68-2292-01 Rev. D
04 14

Safety Instructions

Safety Instructions • English

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Korean

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This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. The Class A limits provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause interference. This interference must be corrected at the expense of the user.

ATTENTION: The Twisted Pair Extension technology works with shielded twisted pair (STP) cables **only**. To ensure FCC Class A and CE compliance, STP cables and STP connectors are also required.

For more information on safety guidelines, regulatory compliances, EMI/EMF compatibility, accessibility, and related topics, see the "**Extron Safety and Regulatory Compliance Guide**" on the Extron website.

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Conventions Used in this Guide

Notifications

The following notifications are used in this guide:

WARNING: A warning indicates a situation that has the potential to result in death or severe injury.

ATTENTION: Attention indicates a situation that may damage or destroy the product or associated equipment.

NOTE: A note draws attention to important information.

TIP: A tip provides a suggestion to make working with the application easier.

Software Commands

Commands are written in the fonts shown here:

```
^AR Merge Scene,,Op1 scene 1,1 ^B 51 ^W^C
[Ø1] R ØØØ4 ØØ3ØØ ØØ4ØØ ØØ8ØØ ØØ6ØØ [Ø2] 35 [17] [Ø3]
```

Esc X1 * X17 * X20 * X23 * X21 CE ←

NOTE: For commands and examples of computer or device responses mentioned in this guide, the character "Ø" is used for the number zero and "O" represents the capital letter "o."

Computer responses and directory paths that do not have variables are written in the font shown here:

```
Reply from 2Ø8.132.18Ø.48: bytes=32 times=2ms TTL=32
C:\Program Files\Extron
```

Variables are written in slanted form as shown here:

```
ping xxx.xxx.xxx.xxx –t
SOH R Data STX Command ETB ETX
```

Selectable items, such as menu names, menu options, buttons, tabs, and field names are written in the font shown here:

From the **File** menu, select **New**.

Click the **OK** button.

Specifications Availability

Product specifications are available on the Extron website, **www.extron.com**.

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Introduction

This section contains general information about this guide and the Extron XTP T USW 103 Universal Switcher with an integrated XTP transmitter and selected device features. Topics in this section include:

- **About this Guide**
- **About the XTP T USW 103**
- **Key Features**

About this Guide

This guide contains installation, operation, and control procedures, and reference information for the XTP T USW 103 Universal Switcher. In this guide, the terms "XTP T USW 103" and "switcher" are used interchangeably to refer to the XTP T USW 103 Universal Switcher.

About the XTP T USW 103

The Extron XTP T USW 103 is a three input universal switcher with an integrated XTP transmitter that sends HDMI or digitized analog video, audio, bidirectional RS-232 and IR, and Ethernet up to 330 feet (100 meters) over a single shielded twisted pair cable (STP). It is HDCP compliant, and supports 1080p/60 Deep Color and 1920x1200 signals. The XTP T USW 103 works with XTP Systems for signal distribution and long-distance transmission between remote endpoints.

The XTP T USW 103 can be powered locally or remotely through an Extron Power Injector or XTP matrix switcher (see **Power Connection** on page 8).

To configure and control the XTP T USW 103, connect it to a host device, such as a computer, and enter Simple Instruction Set (SIS) commands (see **SIS Configuration and Control** on page 13) or use the XTP System Configuration Software (see **XTP System Configuration Software** on page 19).

The following diagram shows a typical application of the XTP T USW 103.

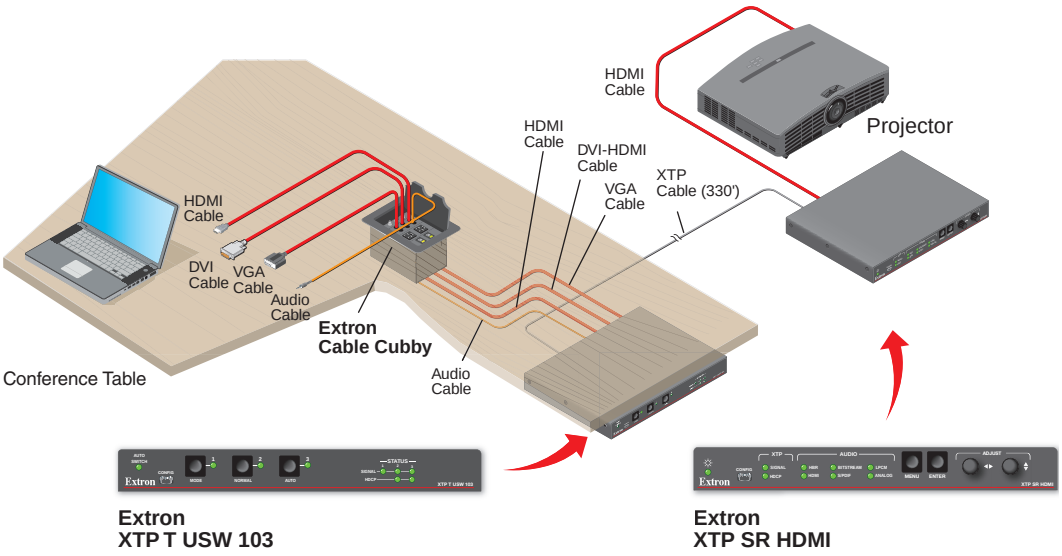


Figure 1. Typical XTP T USW 103 Application

Key Features

Reliable cable infrastructure — Transmits HDMI or digitized analog video, audio, bidirectional RS-232 and IR, and Ethernet up to 330 feet (100 meters) over a single CATx cable.

Inputs — Include two HDMI inputs and one VGA input.

Support for Computer-video to 1920x1200, including HDTV 1080p/60 Deep Color and 2K signals — Supports digital signal transmission up to 330 feet over a single twisted pair cable, maintaining superior image quality at the highest resolutions.

Shielded twisted pair cable compatibility — Optimized for use with common shielded twisted pair cable types. XTP systems fully support a maximum transmission distance of 330 feet (100 meters) for all compatible resolutions when used with shielded twisted pair cable. Shielded twisted pair cabling with solid center conductor sizes of 24 AWG or better is recommended for optimal performance.

Digital conversion of analog video and audio input signals — Digitizes analog signals, ensuring that a reliable, high quality digital video signal is sent to the output destination.

Auto-input switching — Can be set to automatically switch to the highest or lowest priority input with an active video signal for simplified operation.

Bidirectional RS-232 and IR insertion — Allows a remote display to be controlled without the need for additional cabling through bidirectional RS-232 control and IR signals inserted into the XTP output.

HDMI specification features — Support data rates up to 6.75 Gbps, Deep Color up to 12-bit, 3D, HD lossless audio formats, and CEC pass-through.

HDCP-compliance — Ensures display of content-protected media and interoperability with other HDCP-compliant devices.

EDID Minder — Automatically manages Extended Display Identification Data (EDID) communication between connected devices to ensure that all sources properly power up and reliably display content.

Key Minder — Authenticates and maintains continuous HDCP encryption between input and output devices to ensure quick and reliable switching in professional AV environments, while enabling simultaneous distribution of a single source signal to one or more displays.

Ethernet extension — Centralized 10/100 Ethernet communication can be implemented via an Ethernet pass-through port to reduce the amount of independent network drops required within a system.

Remote power capability — To simplify integration, the XTP T USW 103 can be powered by an XTP CrossPoint Matrix Switcher or XTP Power Injectors.

Multiple embedded audio formats — Compatible with a broad range of multi-channel audio signals, providing reliable operation with HDMI sources.

Selectable analog stereo audio input embedding — Supports unbalanced audio for extended transmission. This feature enables direct connection of separate stereo audio signals from a laptop, Blu-ray Disc™ player, or other device.

RS-232 control — Features an RS-232 serial port for control and configuration.

Contact closure remote control availability

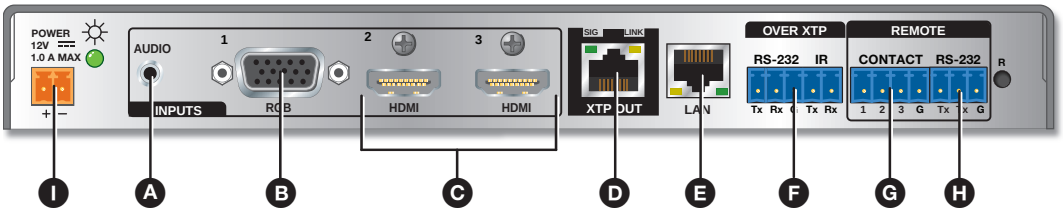
Installation

This section contains information for connecting and wiring the XTP T USW 103. Topics in this section include:

- **Rear Panel Connectors**
- **Making Connections**

The XTP T USW 103 can be mounted in a rack, under a desk, or on a tabletop (see **Mounting** on page 32 for more mounting details).

Rear Panel Connectors



- **A** Audio connector
- **B** Analog video connector (input 1)
- **C** HDMI connectors (inputs 2 and 3)
- **D** XTP output connector
- **E** LAN connector
- **F** RS-232 and IR Over XTP connector
- **G** Contact closure connector
- **H** Remote RS-232 connector
- **I** DC power connector

Figure 2. XTP T USW 103 Rear Panel Connectors

A Audio connector — Connect an analog audio source to the 3.5 mm TRS jack. All three video inputs can share this audio input.

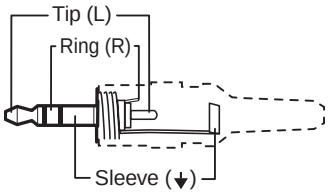


Figure 3. Wiring for TRS Audio

By default, audio input is selected automatically (see **Audio input selection** SIS commands on page 15 to manually select audio inputs). When input 2 or 3 is selected with automatic audio input selections, the switcher prioritizes embedded digital audio. The following table shows the audio format that is sent over the XTP connection when a specific audio format is not specified.

Selected Video Input	HDMI Embedded Audio Present	Analog Audio Present	Audio Sent Over XTP
VGA	N/A	Yes	Analog audio
VGA	N/A	No	No audio
HDMI	Yes	No	HDMI embedded audio
HDMI	Yes	Yes	HDMI embedded audio
HDMI	No	Yes	Analog audio
HDMI	No	No	No audio

B **Analog video connector** — Connect a video source to the female 15-pin HD connector, labeled input 1. It accepts RGBHV video signals.

C **HDMI connectors** — Connect a digital video source device to either or both female HDMI connectors, labeled inputs 2 and 3. They can accept HDMI, DVI, or dual mode DisplayPort video sources.

NOTES:

- The maximum cable length is 15 feet.
- Use Extron LockIt lacing brackets to secure HDMI connectors to the device (see **HDMI Connection** on page 5).

D **XTP connector** — Connect a twisted pair cable to the RJ-45 connector labeled XTP Out and the XTP input port on another XTP device to pass all signals (see **TP Cable Termination and Recommendations** on page 6). This cable carries the following signals:

- Digital video
- Digital audio
- Bidirectional RS-232 and IR commands
- Remote power
- Ethernet communication
- System communication

Link LED indicator — Lights yellow when XTP devices are connected and communication is established.

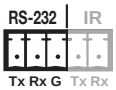
Signal LED indicator — Lights green when the transmitter outputs a video signal or a test pattern.

ATTENTION:

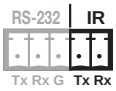
- Do not connect this connector to a computer data or telecommunications network.
- XTP remote power is intended for indoor use only. No part of the network that uses XTP remote power should be routed outdoors (see **Remote power** on page 9).

E **LAN connector** — Connect a control device or device to be controlled to this LAN connector for 10/100 Ethernet communication through this pass-through port. LEDs on this connector indicate link and activity status.

Ⓕ **RS-232 Over XTP port** — To pass bidirectional serial or other control signals between XTP-compatible devices, connect a control device to the 5-pole captive screw connector. The port includes only the 3 poles labeled "RS-232."



IR Over XTP port — To transmit and receive IR signals (up to 40 kHz), connect a control device to the 5-pole captive screw connector. This port includes only the 2 poles labeled "IR" and shares the ground pole with the RS-232 port.



NOTE: RS-232 and IR data can be transmitted simultaneously (see **RS-232 and IR Communication** on page 7 for wiring details).

Ⓖ **Contact closure connector** — Connect an Extron KP 6 Keypad Remote Control or similar device to the 3.5 mm, 4-pole captive screw connector. The first three ports are used for selecting inputs 1 through 3 when momentarily shorted to the ground port.

Ⓗ **Remote RS-232 connector** — Connect a host device to the 3.5 mm, 3-pole captive screw connector for serial control of the switcher.

Ⓘ **Power connector and LED** — Connect an external power supply to the 3.5 mm, 2-pole captive screw connector (see **Power Connection** on page 8). The Power LED lights to indicate the device is receiving power.

NOTE: The XTP T USW 103 can be powered remotely (see **Remote power** on page 9).

Making Connections

HDMI Connection

Use an Extron LockIt Lacing Bracket to secure an HDMI cable to top mounting screw of an HDMI connector.

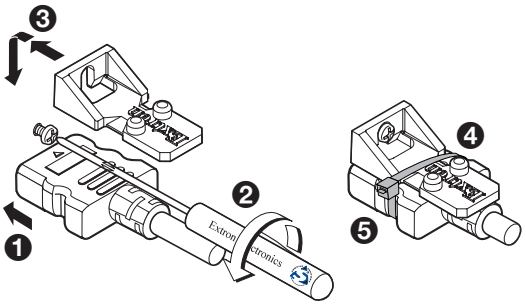


Figure 4. Installing the LockIt Lacing Bracket

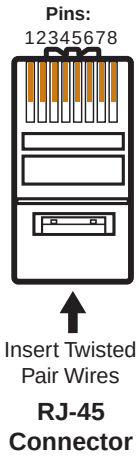
1. Plug the HDMI cable into the panel connection (see figure 4, ❶).
2. Loosen the HDMI connection mounting screw from the panel (see ❷) enough to allow the LockIt lacing bracket to be placed over it. The screw does not have to be removed.
3. Place the LockIt lacing bracket on the screw and against the HDMI connector (see ❸), then tighten the screw to secure the bracket.

ATTENTION: Do not overtighten the HDMI connector mounting screw. The shield to which it fastens is very thin and can easily be stripped.

4. Loosely place the included tie wrap around the HDMI connector and the LockIt lacing bracket (see ❹).
5. While holding the connector securely against the lacing bracket, use pliers or similar tools to tighten the tie wrap, then remove any excess length (see ❺).

TP Cable Termination and Recommendations

Use the following pin configurations for twisted pair cables.



Straight-through Cable (for connection to a switch, hub, or router)			
TIA/EIA-T568A		TIA/EIA-T568B	
Pin	Wire Color	Pin	Wire Color
1	White-green	1	White-orange
2	Green	2	Orange
3	White-orange	3	White-green
4	Blue	4	Blue
5	White-blue	5	White-blue
6	Orange	6	Green
7	White-brown	7	White-brown
8	Brown	8	Brown

Figure 5. TP Cable Termination

Supported cables

The XTP T USW 103 is compatible with shielded twisted pair (F/UTP, SF/UTP, and S/FTP) and unshielded twisted pair (U/UTP) cables.

ATTENTION:

- Do not use Extron UTP23SF-4 Enhanced Skew-Free AV UTP cable or STP201 cable to link the XTP products.
- To ensure FCC Class A and CE compliance, STP cables and STP connectors are required.

Cable recommendations

Extron recommends using the following practices to achieve full transmission distances up to 330 feet (100 meters) and reduce transmission errors.

- Use the following Extron XTP DTP 24 SF/UTP cables and connectors for the best performance:
  - **XTP DTP 24/1000** Non-Plenum 1000' (305 m) spool 22-236-03
  - **XTP DTP 24P/1000** Plenum 1000' (305 m) spool 22-235-03
  - **XTP DTP 24 Plug** Package of 10 101-005-02
- If not using XTP DTP 24 cable, at a minimum, Extron recommends 24 AWG, solid conductor, STP cable with a minimum bandwidth of 400 MHz.
- Terminate cables with shielded connectors to the TIA/EIA-T568B standard (see figure 5).
- Use no more than two pass-through points, which may include patch points, punch down connectors, couplers, and power injectors. If these pass-through points are required, use shielded couplers and punch down connectors.

NOTE: When using STP cable in bundles or conduits, consider the following:

- Do not exceed 40% fill capacity in conduits.
- Do not comb the cable for the first 20 meters, where cables are straightened, aligned, and secured in tight bundles.
- Loosely place cables and limit the use of tie wraps or hook and loop fasteners.
- Separate twisted pair cables from AC power cables.

Contact Closure Communication

Each port senses an external switch or contact closure. Use these ports to select an input on the switcher from a contact closure device. Wire the connector as shown in figure 6.

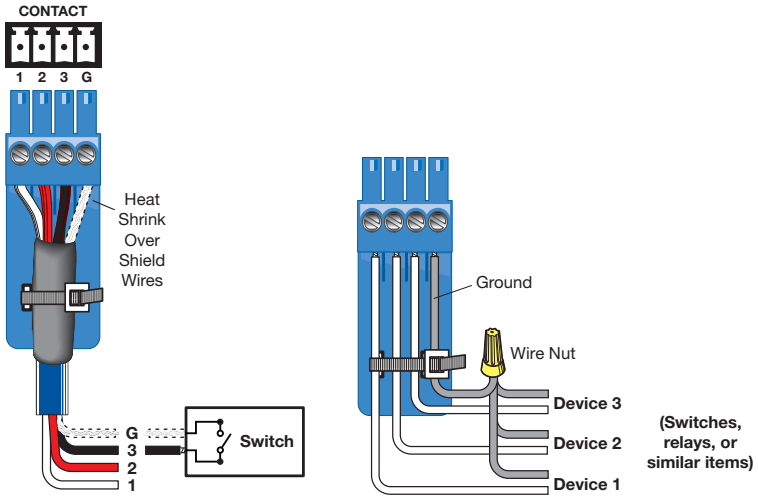


Figure 6. Wiring the Contact Closure Connector

RS-232 and IR Communication

The RS-232 and IR Over XTP connector is for pass-through transmission of serial signals, such as projector control signals, and infrared data. To pass bidirectional serial command signals between XTP-compatible devices, connect a control device to the three leftmost poles (Tx, Rx, and G) of the 5-pole captive screw connector. To transmit and receive IR signals, connect a control device to the three rightmost poles (G, Tx, and Rx). The ground (G) pole is shared.

NOTE: RS-232 and IR data can be transmitted or received simultaneously (see figure 7 below for wiring considerations).

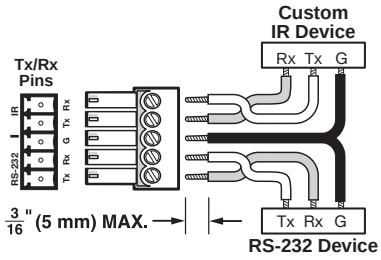


Figure 7. Wiring the RS-232 and IR Over XTP Connector

ATTENTION: The length of exposed wires is critical.

- The ideal length is 3/16 inch (5 mm).
- Longer bare wires can short together.
- Shorter wires are not as secure in the connectors and could be pulled out.

Power Connection

Apply power to the switcher locally with the provided power supply or remotely with a power injector or a matrix switcher.

ATTENTION: XTP remote power is intended for indoor use only. No part of the network that uses XTP remote power should be routed outdoors.

Local power

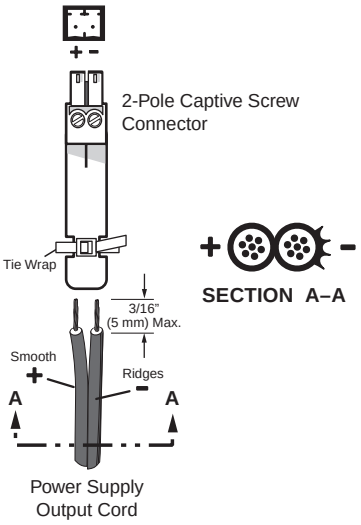


Figure 8. Power Wiring

The XTP T USW 103 can be connected to a local power supply.

WARNING: Electric shock hazard. The two power cord wires must be kept separate while the power supply is plugged in. Remove power before wiring.

ATTENTION:

- This product is intended to be supplied by a Listed Power Unit marked "Class 2" or "LPS," rated 12 VDC, 1.0 A minimum. Always use a power supply supplied by or specified by Extron. Use of an unauthorized power supply voids all regulatory compliance certification and may cause damage to the supply and the end product.
- Unless otherwise stated, the AC/DC adapters are not suitable for use in air handling spaces or in wall cavities. The installation must always be in accordance with the applicable provisions of National Electrical Code ANSI/NFPA 70, article 725 and the Canadian Electrical Code part 1, section 16. The power supply shall not be permanently fixed to a building structure or similar structure.
- Power supply voltage polarity is critical. Incorrect voltage polarity can damage the power supply and the unit. The ridges on the side of the cord identify the power cord negative lead.
- The length of the exposed (stripped) copper wires is important. The ideal length is 3/16 inch (5 mm).

TIP: Do not tin the stripped power supply leads. Tinned wires are not as secure in the captive screw connectors and could be pulled out.

Use the supplied tie wrap to strap the power cord to the extended tail of the connector.

Remote power

The XTP T USW 103 can be powered remotely through an XTP Power Injector or through an XTP matrix switcher.

ATTENTION: XTP remote power is intended for indoor use only. No part of the network that uses XTP remote power should be routed outdoors.

Power injector

To power the XTP T USW 103 remotely with an XTP Power Injector, power one device locally (see **Local power** on page 8) and connect an XTP Power Injector to the XTP cable run along the XTP ports (see the *XTP Power Injector User Guide* for more installation information).

NOTE: The power injector provides remote power up to 330 feet with a shielded twisted pair cable with 24 AWG wire.

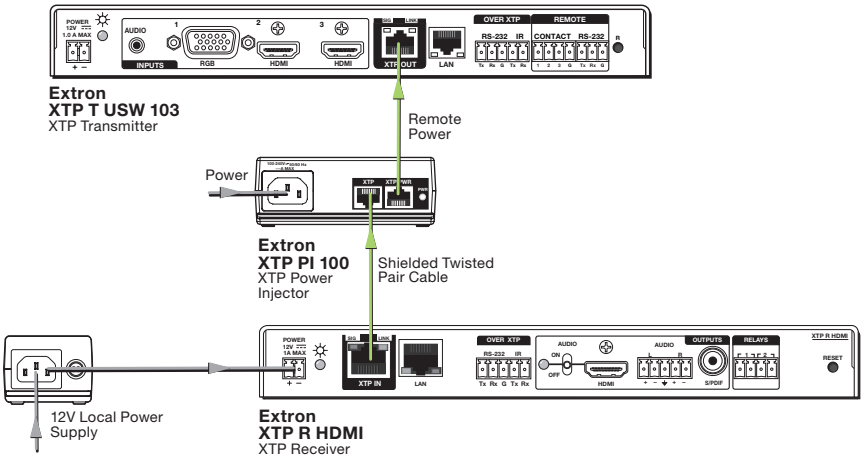


Figure 9. Typical Pont-to-point Application with Remote Power

Remote power from an XTP matrix switcher

XTP matrix switchers have a fixed amount of power available to provide remote power to connected XTP devices (see the XTP matrix switcher user guide for more details). To manage available power from the XTP matrix switcher, use the XTP System Configuration Software with the XTP matrix switcher (see **XTP System Configuration Software** on page 19).

Operation

This section describes the front panel features and operations of the XTP T USW 103. Topics in this section include:

- **Front Panel Features**
- **Front Panel Operation**

Front Panel Features

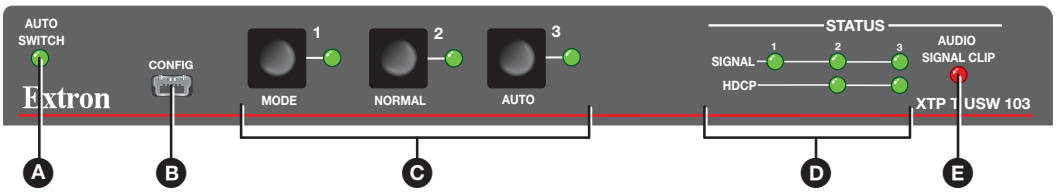


Figure 10. XTP T USW 103 Front Panel Features

A **Auto Switch LED** — Lights when the transmitter is in auto switch mode.

B **Config port** — Connect a host device to the front panel mini USB B Config port.

C **Input selection buttons** — Select inputs 1 through 3 or modes of operation. The corresponding LEDs light to indicate the active input.

D **Status LEDs** — The Signal LEDs light to indicate the signal presence of each input. The HDCP LEDs light when the signal on the corresponding input is HDCP-compliant. Input 1 (the VGA connector) does not have an HDCP LED.

E **Audio Signal Clip LED** — Lights when the analog audio input signal is -3 dBFS or above. The light remains lit for 200 ms after the audio input signal drops below -3 dBFS.

Front Panel Operation

The input selection buttons are used to manually select inputs 1 through 3 or enable and disable device modes. The LEDs indicate status and provide feedback of the currently selected input. Press and hold the input selection buttons in the combinations shown in the table below to enable or disable device modes.

Front Panel Button Combinations for Device Modes		
Mode	**Button Combination**	**Indicator Response**
Executive (disabled by default)	1, 2, and 3	All front panel LEDs blink 3 times.
Auto switch (prioritize the highest numbered active input)	1 and 3	Auto Switch LED lights.
Normal switch (default switch mode)	1 and 2	Auto Switch LED turns off.

Front panel operations can also be performed remotely with SIS commands (see **SIS Configuration and Control** on page 13) or the XTP Configuration Software (see **XTP System Configuration Software** on page 19).

Selecting an Input

To select an input from the front panel, press the input selection button that corresponds with the desired rear panel input connector. The corresponding LED lights to indicate the active input.

Setting the Front Panel Lockout Mode (Executive Mode)

To enable or disable front panel lockout mode, press and hold (for about 5 seconds) input buttons 1, 2, and 3 simultaneously until all front panel LEDs blink three times.

In front panel lockout mode, input selection from the front panel is disabled, but RS-232 and USB control and contact closure are still available.

Enabling Auto Switch Mode

Press and hold (for about 3 seconds) inputs 1 and 3 simultaneously until the Auto Switch LED lights. In auto switch mode, the switcher automatically switches to the highest numbered input with an active video signal.

NOTE: Setting auto switch mode to prioritize the lowest numbered active input can be done only with SIS commands (see **Auto switch mode** SIS commands on page 15). Normal switch mode is the default switch mode.

The audio input selected depends on the audio input selection setting (see **Audio input selection** SIS commands on page 15).

Enabling Normal Switch Mode

Press and hold (for about 8 seconds) inputs 1 and 2 simultaneously until the Auto Switch LED turns off. This is the default switch mode.

EDID

To manage EDID on the XTP T USW 103, use the XTP System Configuration Software (see **EDID Minder** on page 30). The XTP T USW 103 can record and save EDID in a user memory location, select a pre-defined EDID, or use EDID from a display connected to a receiver. EDID stored in the user memory location can come from the display connected to a receiver or a custom EDID imported through the XTP System Configuration Software.

NOTE: In matrix applications, EDID on the switcher is assigned by the XTP matrix switcher using the XTP System Configuration Software.

Reset Mode

Use the recessed Reset button on the rear panel of the switcher to return the device to default settings or to restore factory-shipped firmware.

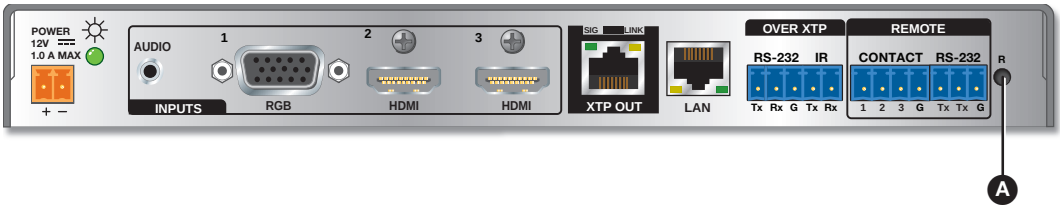


Figure 11. Rear Panel Reset Button

	Reset Mode Summary		
	Mode Activation	**Result**	**Purpose/Notes**
Factory Reset	Press the recessed Reset button while applying power to the device. **NOTE:** After a mode 1 reset, update the device with the latest firmware version. DO NOT operate the system with the firmware version that results from this mode reset.	The device reverts to the factory default firmware. **NOTE:** If you do not want to update the firmware or perform a mode 1 reset by mistake, cycle power to the device to return the firmware version running prior to the reset.	Use mode 1 to roll back to factory firmware for a single power cycle if an incompatibility issue arises.

SIS Configuration and Control

The XTP T USW 103 can be configured and controlled using Extron Simple Instruction Set (SIS) commands or the XTP System Configuration Software (see **XTP System Configuration Software** on page 19). This section contains basic SIS communication details and SIS commands and responses that are issued when a host is connected directly to the XTP T USW 103. Topics in this section include:

- **Host Device Connection**
- **SIS Programming Guide**
- **Command and Response Tables for SIS Commands**

Host Device Connection

Use a computer running HyperTerminal or the Extron DataViewer utility, or a control system to enable serial control of the switcher. To connect directly to an XTP T USW 103, connect the computer to the XTP T USW 103 through the front panel USB Config port or the rear panel RS-232 connector. The protocol for the serial port is as follows: 9600 baud, no parity, 8 data bits, 1 stop bit, no flow control.

SIS Programming Guide

Host-to-Device and Device-to-Host communication

SIS commands consist of one or more characters per field. No special characters are required to begin or end a command sequence. When the XTP T USW 103 determines that a command is valid, it executes the command and sends a response to the host device. All responses from the switcher to the host end with a carriage return and a line feed (CR/LF = ↵), which signals the end of the response character string. A string is one or more characters.

Device-Initiated Message

When the switcher is connected through the serial port only and a local event occurs, the device responds by sending a message to the host.

`© Copyright YYYY, Extron Electronics XTP T USW 103 Vx.xx, 60-1198-01↵`

YYYY is the year of the firmware version release. V*x.xx* is the firmware version number.

Error Responses

When the XTP T USW 103 receives an SIS command and determines that it is valid, it performs the command and sends the corresponding response to the host device. If the command is determined invalid or contains invalid parameters, the switcher returns an error response to the host. The error response codes are:

- E01 = Invalid input number
- E06 = Invalid switch attempt in this mode
- E10 = Invalid command
- E11 = Invalid preset number
- E12 = Invalid port number
- E13 = Invalid parameter
- E14 = Not valid for this configuration
- E17 = Invalid command for signal type

Using the Command and Response Table for SIS Commands

The command and response tables begin on page 16. Figure 12 shows the hexadecimal equivalent of ASCII characters used in the command and response tables.

NOTE: Upper and lowercase text can be used interchangeably unless otherwise stated.

ASCII to Hex Conversion Table

Space →	20	!	21	"	22	#	23	$	24	%	25	&	26	'	27
(	28	)	29	*	2A	+	2B	,	2C	-	2D	.	2E	/	2F
0	30	1	31	2	32	3	33	4	34	5	35	6	36	7	37
8	38	9	39	:	3A	;	3B	<	3C	=	3D	>	3E	?	3F
@	40	A	41	B	42	C	43	D	44	E	45	F	46	G	47
H	48	I	49	J	4A	K	4B	L	4C	M	4D	N	4E	O	4F
P	50	Q	51	R	52	S	53	T	54	U	55	V	56	W	57
X	58	Y	59	Z	5A	[	5B	\	5C	]	5D	^	5E	_	5F
`	60	a	61	b	62	c	63	d	64	e	65	f	66	g	67
h	68	i	69	j	6A	k	6B	l	6C	m	6D	n	6E	o	6F
p	70	q	71	r	72	s	73	t	74	u	75	v	76	w	77
x	78	y	79	z	7A	{	7B	|	7C	}	7D	~	7E	DEL	7F

Esc 1B CR 0D LF 0A

Figure 12. ASCII to Hexadecimal Conversion

Symbol Definitions

- ↵ = Carriage return and line feed
- | or ← = Carriage return with no line feed
- • = Space
- W or Esc = Escape key

Command and Response Tables for SIS Commands

Command	ASCII Command (Host to Device)	Response (Device to Host)	Additional Description
Input Commands			
Input selection			
Select input	X1 !	In X1 ↵	Select input X1.
View the selected input	!	In X1 ↵	View the selected input.
Auto switch mode			
Disable auto switch mode	Esc ØAUSW ←	AuswØ ↵	Switch inputs manually (default).
Set priority to the highest numbered active input	Esc 1AUSW ←	Ausw1 ↵	Automatically switch to the highest numbered active input.
Set priority to the lowest numbered active input	Esc 2AUSW ←	Ausw2 ↵	Automatically switch to the lowest numbered active input.
View setting	Esc AUSW ←	Ausw X8 ↵	View the auto switch mode.
Audio Configuration Commands			
Audio gain and attenuation			
NOTE: Gain and attenuation commands are case-sensitive.			
Set gain	X5 G	Aud X7 ↵	Set gain to X5.
Set attenuation	X6 g	Aud X7 ↵	Set attenuation to X6.
Increment audio level	+G or +g	Aud X7 ↵	Increase the audio level.
Decrement audio level	-G or -g	Aud X7 ↵	Decrease the audio level.
View audio level	G or g	Aud X7 ↵	View the audio level.
Audio input selection			
Set audio input format	Esc I X3 AFMT ←	AfmtI X3 ↵	Set the audio input format to X3.
View audio input format	Esc IAFMT ←	AfmtI X3 ↵	View the audio input format.
Black signal resolution			
Set black signal resolution	Esc A X23 AFMT ←	AfmtA X23 ↵	Set the black signal resolution to X23.
View black signal resolution	Esc AAFMT ←	AfmtA X23 ↵	View the black signal resolution.

NOTE:

X1 = Input selection	1 = VGA (input 1) 2 = HDMI (input 2) 3 = HDMI (input 3)
X3 = Audio input format	Ø = auto (default) 1 = digital embedded 2 = analog
X5 = Audio gain adjustment	Ø - 24 = decibels above 0
X6 = Audio attenuation adjustment	–18 - Ø = decibels below 0
X7 = Audio level adjustment	–18 - +24 (Ø dB = default)
X8 = Auto switch mode	Ø = disable (default) 1 = priority to the highest numbered active input 2 = priority to the lowest numbered active input
X23 = Black signal resolution	2 = 720p @ 50 Hz 4 = 720p @ 60 Hz 6 = 1080p @ 60 Hz

Command	ASCII Command (Host to Device)	Response (Device to Host)	Additional Description
Black signal for audio only			
NOTE: The switcher uses a black signal to simulate a 720p or 1080p, 50 Hz or 60 Hz signal so audio can be passed without video.			
Enable black signal	Esc B1AFMT ←	AfmtB X4 ↵	Enable a black signal for audio only.
Disable black signal	Esc BØAFMT ←	AfmtB X4 ↵	Disable the black signal.
View black signal setting	Esc BAFMT ←	AfmtB X4 ↵	View the black signal setting.
Picture Adjustment Commands (Analog Only)			
Pixel phase			
Set a pixel phase value	Esc X12 PHAS ←	Phas X12 ↵	Adjust the pixel phase to X12.
Increment value	Esc +PHAS ←	Phas X12 ↵	Increase the pixel phase value.
Decrement value	Esc -PHAS ←	Phas X12 ↵	Decrease the pixel phase value.
View pixel phase value	Esc PHAS ←	Phas X12 ↵	Show the pixel phase value.
Horizontal shift			
Set horizontal shift value	Esc X13 HCTR ←	Hctr X13 ↵	Set the horizontal location of the first active pixel in the active window.
Increment value	Esc +HCTR ←	Hctr X13 ↵	Move the image to the right.
Decrement value	Esc -HCTR ←	Hctr X13 ↵	Move the image to the left.
View horizontal shift value	Esc HCTR ←	Hctr X13 ↵	Show the horizontal location of the first active pixel in the active window.
Vertical shift			
Set vertical shift value	Esc X13 VCTR ←	Vctr X13 ↵	Set the vertical location of the first active pixel in the active window.
Increment value	Esc +VCTR ←	Vctr X13 ↵	Move the image down.
Decrement value	Esc -VCTR ←	Vctr X13 ↵	Move the image up.
View vertical shift value	Esc VCTR ←	Vctr X13 ↵	Show vertical location of the first active pixel in the active window.
Image reset			
Execute an image reset	1A	Aadj1 ↵	Set picture adjustment settings to the default values.
Preset Commands			
Input presets			
Save an input preset	X14 ,	Spr X14 ↵	Save the current configuration to preset X14.
Recall an input preset	X14 .	Rpr X14 ↵	Recall the preset X14 configuration.

NOTE:

X4 = Enable or disable	Ø = disable 1 = enable
X12 = Pixel phase	Ø-255 (128 = default)
X13 = Horizontal or vertical shift	Ø-65535 (32768 = default)
X14 = Preset number	1-8

Command	ASCII Command (Host to Device)	Response (Device to Host)	Additional Description
EDID Commands			
NOTE: For EDID management, use the XTP System Configuration Software (see **EDID Minder** on page 30).			
Advanced Configuration Commands			
Front panel lockout mode (executive mode)			
Set front panel lockout mode	X4 X	Exe X4 ↵	Lock or unlock the front panel.
View front panel lockout mode status	X	Exe X4 ↵	View the executive mode status.
HDCP authorized device (HDMI inputs only)			
HDCP authorized device On	Esc E X2 *1HDCP ←	HdcpE X2 *1 ↵	Set HDMI input X2 as an HDCP authorized device.
HDCP authorized device Off	Esc E X2 *ØHDCP ←	HdcpE X2 *Ø ↵	Set HDMI input X2 as a non-HDCP authorized device.
Query HDCP authorized device status	Esc E X2 HDCP ←	HdcpE X2 * X20 ↵	View the HDCP authorized device status of input X2.

NOTE:
X1 = Input selection
1 = VGA (input 1)
2 = HDMI (input 2)
3 = HDMI (input 3)

X2 = HDMI input selection
1 = HDMI (input 2)
2 = HDMI (input 3)

X4 = Enable or disable
Ø = disable or unlock (default for executive mode)
1 = enable or lock

X20 = HDCP Authorization
Ø = HDCP authorization off
1 = HDCP authorization on (default)

Command	ASCII Command (Host to Device)	Response (Device to Host)	Additional Description
Test pattern			
Set a test pattern	X10J	TstX10↵	Set or disable a test pattern.
View the current test pattern	J	TstX10↵	View the current test pattern.
Factory defaults			
System reset	Esc ZXXX←	Zpx↵	Resets unit to factory default.
Status			
View input signal presence	ØLS	FrqX22X22X22↵	View the input signal presence of each input.
Query HDCP input	EscIHDCP←	HdcpIØX21X21↵	View the HDCP input status of inputs 2 and 3.
Query firmware version	Q	*x.xx*↵	View the firmware version.
Query full firmware version	*Q	*x.xx.xxxx*↵	View the full firmware version.
Query part number	N	6Ø-1198-Ø1↵	View the device part number.

NOTE:

X10 = Color bar test pattern
- Ø = disable (default)
- 1 = 720p @ 50 Hz
- 3 = 720p @ 60 Hz
- 5 = 1080p @ 60 Hz

X21 = HDCP status
- Ø = no source connected
- 1 = HDCP compliant source
- 2 = non-HDCP compliant source

X22 = Video signal status
- Ø = video or TMDS not detected
- 1 = video or TMDS detected

XTP System Configuration Software

The XTP T VGA can be configured and controlled using Extron Simple Instruction Set (SIS) commands (see **SIS Configuration and Control** on page 13) or the XTP System Configuration Software. This section contains installation and configuration procedures for the XTP System Configuration Software for configuring and controlling the XTP T USW 103. Topics in this section include:

- **Installing the XTP System Configuration Software**
- **Using the XTP System Configuration Software**

Installing the XTP System Configuration Software

The program is available for download on the Extron website, **www.extron.com**.

Figure 13. Extron Website Download Page

1. On the Extron website, click the **Download** tab (see figure 13, ❶).
2. On the left sidebar, click the **XTP System Configuration Software** link (see ❷).
3. Click the **Download Now** button (see ❸).
4. Submit any required information to start the download. Note where the file is saved.
5. Open the executable (.exe) file from the save location.
6. Follow the instructions that appear on the screen. By default, the installation creates a directory in the appropriate Program Files folder named “Extron Electronics\XTP System Configuration.”

Using the XTP System Configuration Software

The XTP T USW 103 can be controlled directly from the front panel config port or remotely from an XTP matrix switcher.

Connections

When opening the XTP System Configuration Software, the Connections screen opens first. This screen is used to establish communication with an XTP device through a USB connection (see **Config port** on page 10).

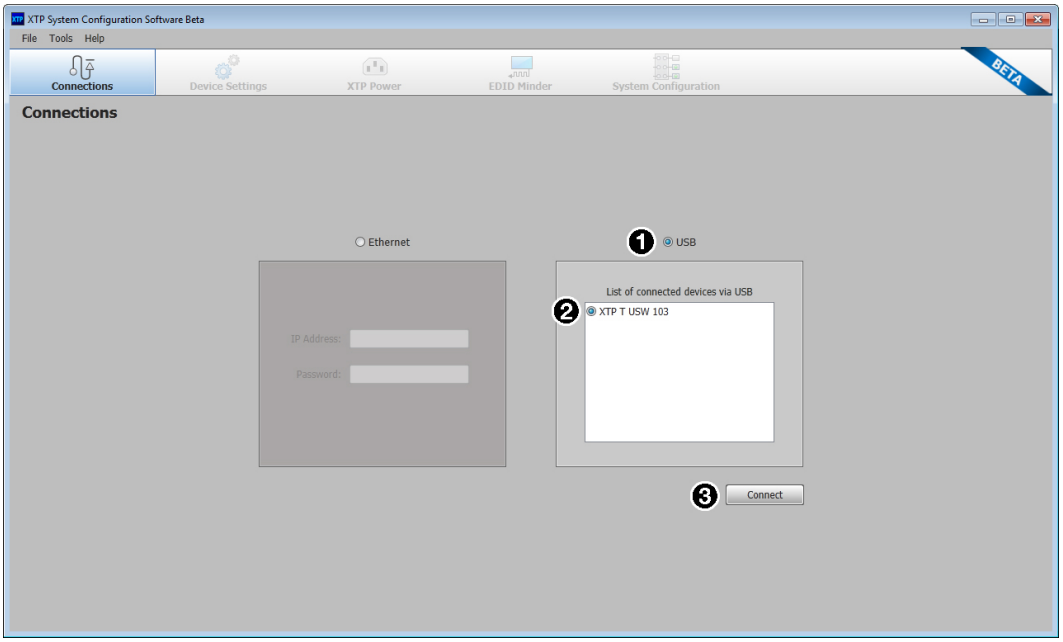


Figure 14. Connections Screen

1. From the Connections screen in the software, select the **USB** radio button (see figure 14, ❶).
2. From the displayed list, select the connected device to be controlled (see ❷).
3. Click the **Connect** button (see ❸). The Device Settings screen opens.

Top Menu

The top menu contains three menus for configuring software settings.

File menu

The **File** menu contains options for disconnecting from the switcher and exiting the program. To access the menu, click the **File** menu.

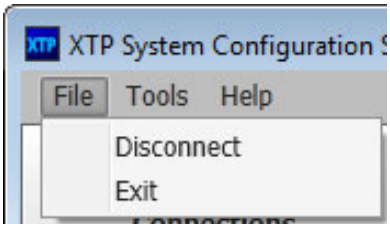


Figure 15. File Menu

Disconnect

This option disconnects the XTP System Configuration Software from the connected device.

From the **File** menu, select **Disconnect**. The Connections screen opens.

NOTE: If the device is already disconnected, the **Disconnect** option is disabled until a device is connected.

Exit

This option disconnects the switcher from the software and closes the application.

From the **File** menu, select **Exit**. The application closes.

Tools menu

The **Tools** menu contains an option for updating firmware. To access this menu, click the **Tools** menu.

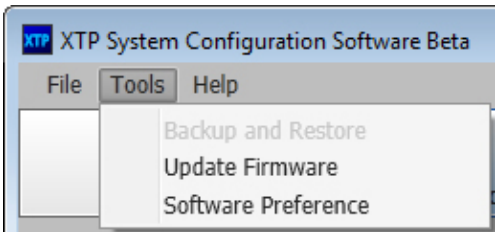


Figure 16. Tools Menu

NOTE: The **Backup and Restore** and **Software Preference** options are not available when directly connected to the XTP T USW 103.

Update Firmware

This option uploads firmware from the host device to the connected device.

NOTE: If necessary, download new firmware from the Extron website (see **Downloading Firmware** on page 34).

1. From the **Tools** menu, select **Update Firmware**. A dialog box opens to ask permission to disconnect from the device.

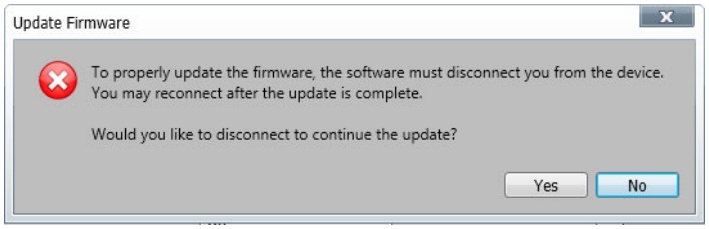

Update Firmware
To properly update the firmware, the software must disconnect you from the device.
You may reconnect after the update is complete.
Would you like to disconnect to continue the update?
Yes
No

Figure 17. Confirm Disconnect Dialog Box

2. Click the **Yes** button to disconnect from the device and continue with the firmware update process. The Update Firmware dialog box opens.

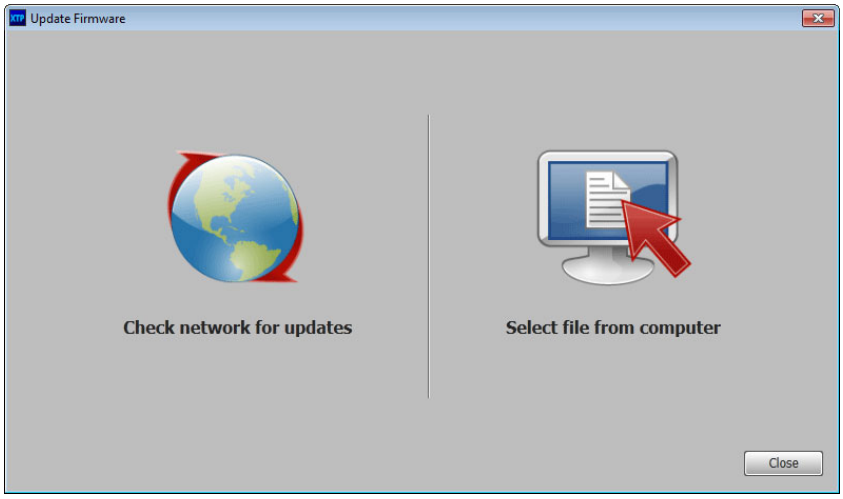


Figure 18. Update Firmware Dialog Box

3. Click the **Check network for updates** icon to search the LAN or WAN for firmware files or click the **Select file from computer** icon to select a firmware file from the connected host device.
4. Select the desired firmware file and click the **Open** button.
5. Click the **Close** button after the firmware finishes updating.

Help menu

The **Help** menu contains XTP System Configuration Software information, the help file, and a link to the Extron website.

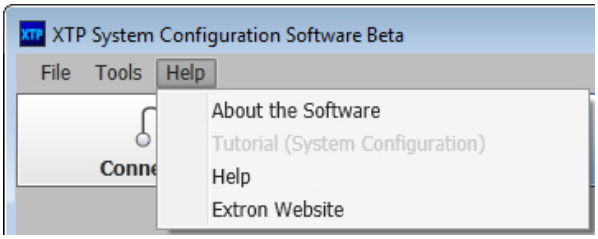


Figure 19. Help Menu

NOTE: The **Tutorial (System Configuration)** option is not available when directly connected to the XTP T USW 103.

About the Software

This option provides basic information about the XTP System Configuration Software, including version number and copyright information.

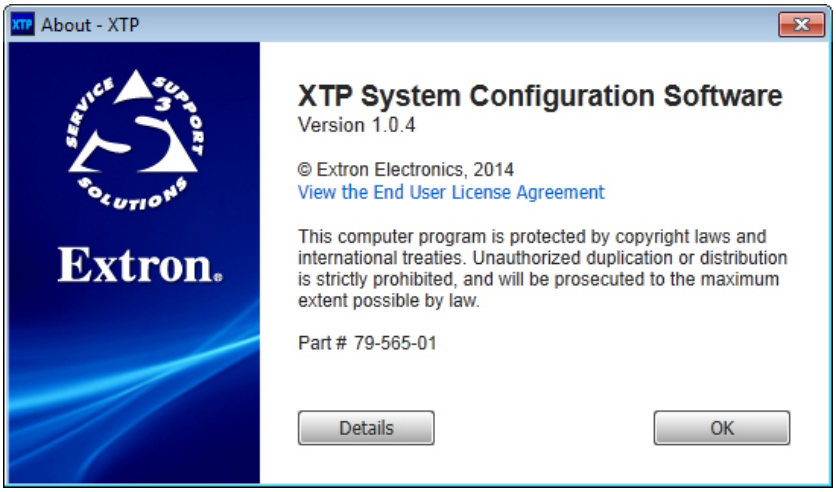

About - XTP
XTP System Configuration Software
Version 1.0.4
© Extron Electronics, 2014
View the End User License Agreement
This computer program is protected by copyright laws and international treaties. Unauthorized duplication or distribution is strictly prohibited, and will be prosecuted to the maximum extent possible by law.
Part # 79-565-01
Details
OK
Extron

Figure 20. About - XTP Dialog Box (Example)

1. From the **Help** menu, select **About the Software**. The About - XTP dialog box opens.
2. Click the **Details** button for more information.
3. Click the **Ok** button to close the dialog box.

Help

This option opens the XTP System Configuration Software help file in a Web browser.

From the **Help** menu, select **Help**.

Extron Website

This option opens the Extron website in a Web browser.

From the **Help** menu, select **Extron Website**.

Device Settings

The Device Settings screen allows a user to view and edit various device settings for the device directly connected to the host device. Click the **Device Settings** icon (see figure 21, ❶) on the Global Navigation bar to open the Device Settings screen.

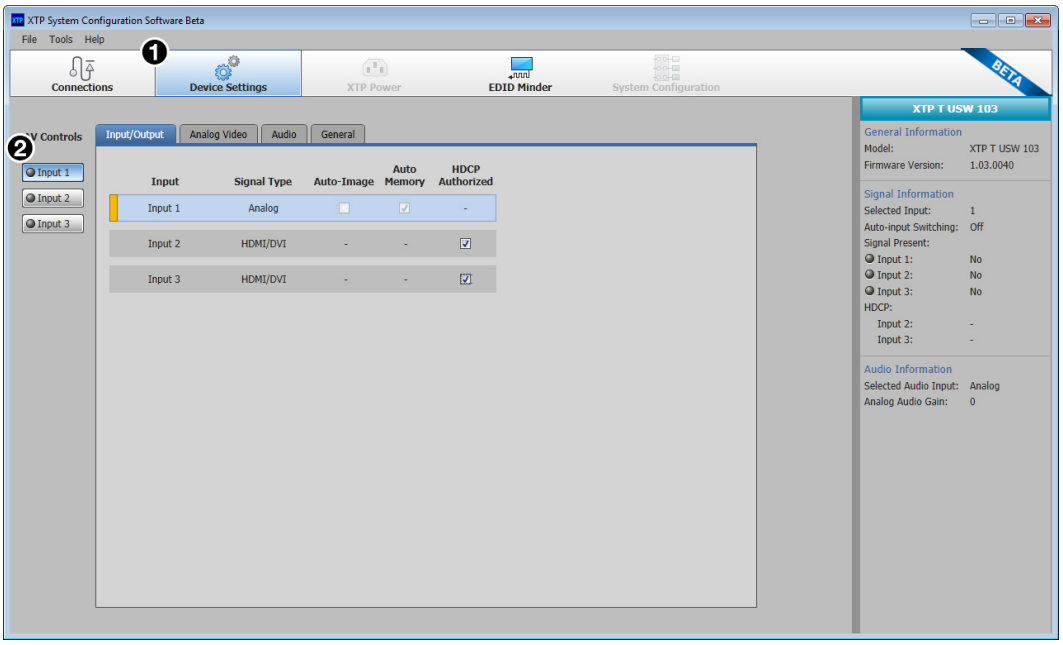
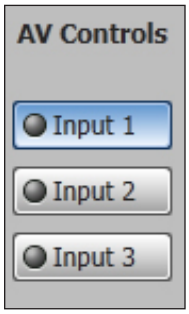


Figure 21. Transmitter Device Settings Screen

AV Controls panel

The AV Controls panel, located on the left, is used to select an input. The image to the right does not have any active inputs.



❷ **Input selection** — Click an **Input** button to select an input. As a new input is selected, the summary within the panel changes to reflect the currently selected input.

NOTE: The signal indicators on the AV input buttons display green when a signal is present on the corresponding input or gray when there is no signal present.

Input/Output tab

Click the **Input/Output** tab (see figure 22, ❶) to open the Input/Output screen. It contains input information and options to apply automatic settings to individual inputs.

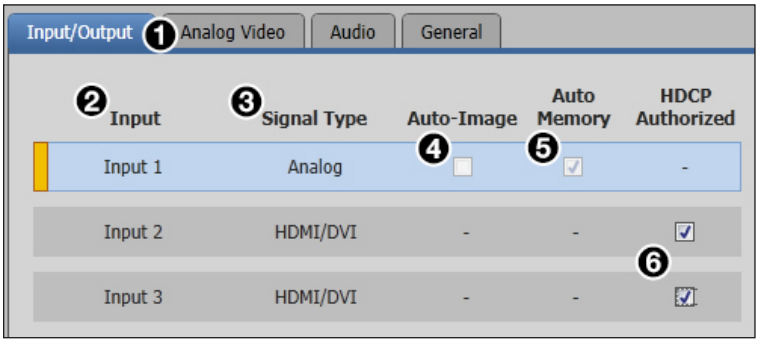


Figure 22. Input/Output Tab

❷ **Input Name**— Displays the input name.

❸ **Signal Type** — Displays the signal type of each input. Input 1 is **analog**. Inputs 2 and 3 are **HDMI/DVI**.

❹ **Auto-Image** — Attempts to size and center the input signal based on the aspect ratio setting. Auto-Image is applied whenever there is a change in the input sync.

❺ **Auto Memory** — Recalls input and image settings for signals that have previously been applied. When it is disabled, the XTP T USW 103 treats every newly applied input as a new source.

❻ **HDCP Authorized** — Select either **HDCP Authorized** check box to have the input report as an HDCP authorized device. If the box is not checked, the source is blocked from encrypting its output. This may result in some content not being passed by the source device.

NOTE: HDCP authorization is for inputs 2 and 3 only.

Analog Video tab

Click the **Analog Video** tab (see figure 23, ❶) to open the Analog Video screen. It contains signal sampling, image shifting, and saving and recalling input preset options.

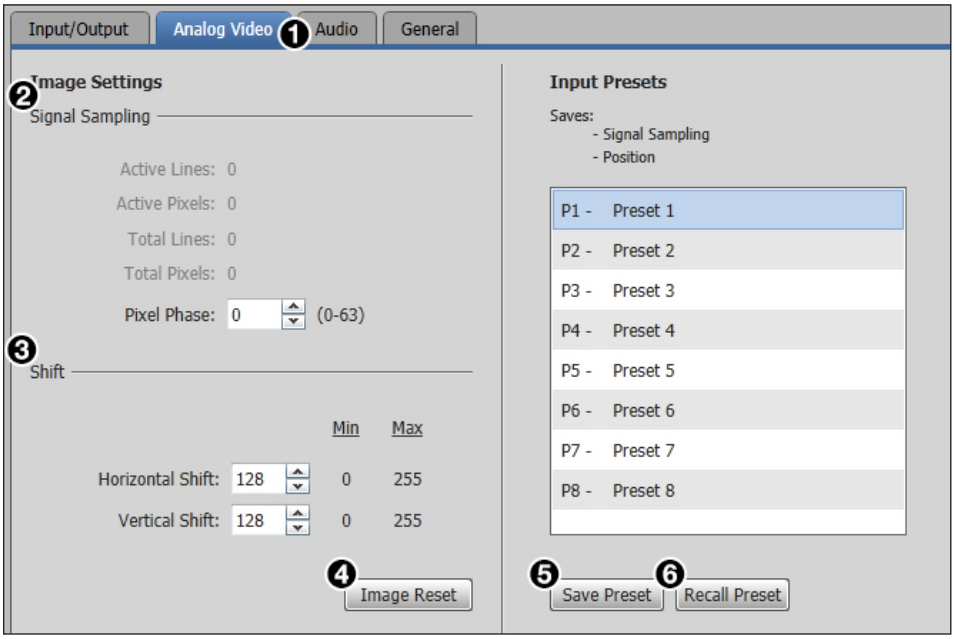


Figure 23. Analog Video Tab

Signal Sampling panel

Signal sampling optimizes the input signal to the switcher for the currently selected input.

❷ **Signal Sampling** — To adjust signal sampling settings, enter a value within acceptable range displayed in parentheses to the right of the corresponding field or click the **Up** and **Down** arrows.

Shift panel

Shifting moves the position of an image.

❸ **Horizontal and Vertical Shift** — To adjust the horizontal and vertical shift settings, enter a value within the Min and Max values displayed to the right of the corresponding field or click the **Up** or **Down** arrows.

❹ **Image Reset** — Click the **Image Reset** button to set pixel phase, horizontal shift, and vertical to the default values.

Input Presets panel

Input presets save signal sampling and shift settings to be recalled later.

❺ **Save Preset** — To save a preset, select one from the list of presets and click the **Save Preset** button.

❻ **Recall Preset** — To recall a saved preset, select the desired preset from the list of presets and click the **Recall Preset** button.

Audio tab

Click the **Audio** tab (see figure 24, ❶) to open the Audio screen. It contains settings for input format and analog audio gain.

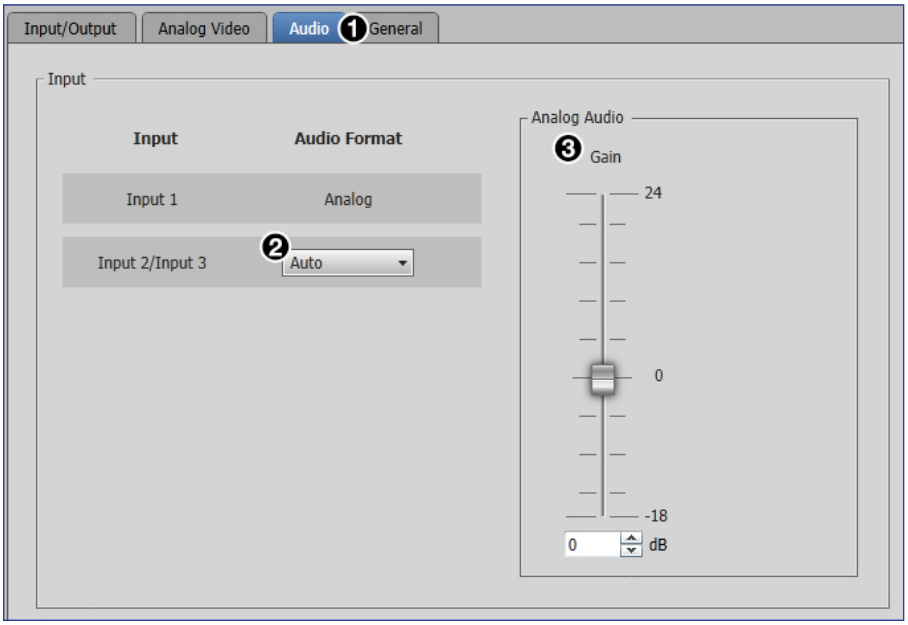


Figure 24. Audio Tab

Input format section

❷ **Input Audio Format** — From the **Audio Format** drop-down list, select the format for inputs 2 and 3. They can be **Auto**, **HDMI**, or **Analog**.

❸ **Analog Audio Gain** — Click and drag the handle of the **Gain** slider, enter a value in the field, or click the **Up** or **Down** arrow to adjust the analog input gain.

General tab

Click the **General** tab (see figure 25, ❶) to open the General screen. It contains settings for front panel lockout (executive) mode, auto switch mode, and factory reset.

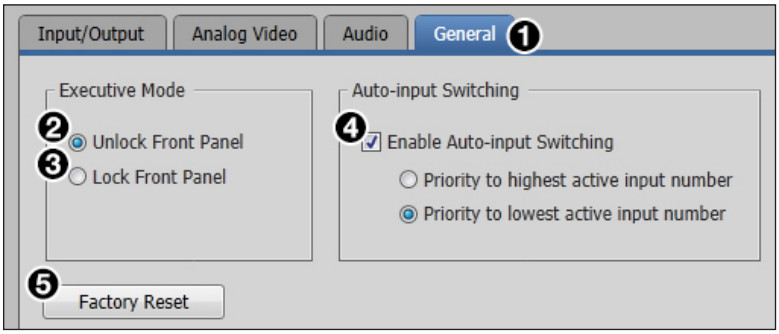


Figure 25. General Tab

Executive Mode panel

❷ **Unlock the Front Panel** — Click the **Unlock Front Panel** radio button (default) to disable front panel lockout (executive) mode.

❸ **Lock the Front Panel** — Click the **Lock Front Panel** radio button to enable front panel lockout (executive) mode (see **Setting the Front Panel Lockout Mode (Executive Mode)** on page 11).

Auto-input Switching panel

❹ **Auto-input Switching** — Click the **Enable Auto-Input Switching** check box to enable auto switch mode. Two settings are available for this mode.

- Click the **Priority to highest active input number** radio button to automatically switch to the highest numbered active input.
- Click the **Priority to lowest active input number** radio button to automatically switch to the lowest numbered active input.

Factory reset

❺ Click the **Factory Reset** button to reset the transmitter to factory settings except for firmware.

NOTE: This is the same as the Esc ZXXX SIS command (see the **System reset** SIS command on page 18).

Device Information panel

The Device Information panel displays device information and settings.

General Information section

❶ **Model** — Displays the device model.

❷ **Firmware Version** — Displays the full firmware version.

Signal Information section

❸ **Selected Input** — Displays the input number of the currently selected input.

❹ **Auto-input Switching** — Displays the On or Off status of auto switch mode.

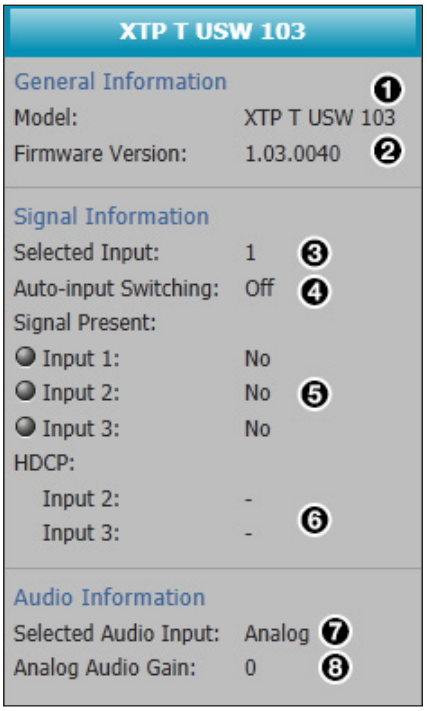
❺ **Signal Present** — Displays the signal presence of all three inputs.

❻ **HDCP** — Displays the HDCP status of inputs 2 and 3.

Audio Information section

❼ **Selected Audio Input** — Displays the type of the currently selected audio input.

❽ **Analog Audio Gain** — Displays the analog audio gain in dB.



EDID Minder

Use the EDID Minder screen to assign unique EDID to the input or match current output resolutions to the input. Click the **EDID Minder** icon (see figure 26, ❶) on the global navigation bar. The EDID Minder screen opens.

The EDID Minder screen displays a table of EDID options and connected output devices, which are each represented by output display icons.

- Factory default EDID options are displayed in blue.
- Connected output resolutions and devices are displayed in green.
- Custom loaded or saved EDID options are displayed in yellow.

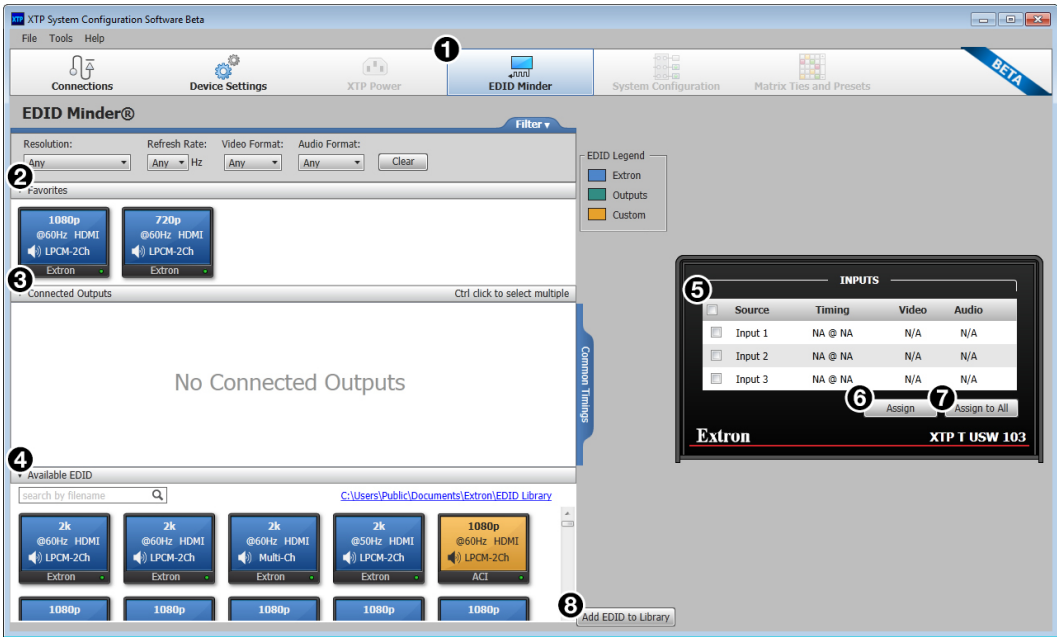


Figure 26. EDID Minder Screen

Assign EDID

To assign EDID to selected inputs:

1. Select an available EDID setting (represented by a blue, green, or yellow output display icon) from the Favorites, Connected Outputs, or Available EDID panel (see ❷-❹).
2. In the list of Inputs on the right side of the screen, select the check box of the connected inputs (see ❺).
3. Click the **Assign** button below the input area (see ❻).

TIP: Alternatively, EDID can be assigned by dragging and dropping the desired EDID onto the input.

To assign EDID to all inputs:

1. Select an available EDID setting (represented by a blue, green, or yellow output display icon) from the Favorites, Connected Outputs, or Available EDID panel (see ❷-❹).
2. Below the list of inputs on the right side of the screen, click the **Assign to All** button (see ❼).

Import EDID

1. On the EDID Minder screen, click the **Add EDID to Library** button (see figure 26, ❽). The Browse window opens.
2. Select the desired EDID file and click **Open**. The EDID appears in the Available EDID panel (see figure 26, ❹).
3. Assign the EDID from the Available EDID panel to import the EDID setting to the device.

Save output EDID

1. On the EDID Minder screen, right-click on the desired EDID setting in the **Connected Outputs** panel (see figure 26, ❸).
2. Select the **Save EDID to PC** option. The EDID setting is saved to the connected PC. Alternatively, right-click on the desired EDID, select **Copy**, and then paste the EDID into the Favorites or Available EDID panel.

Set favorite EDID

Commonly used EDID settings can be added to the Favorites pane for quick access.

1. Click and drag the desired EDID from the Connected Outputs or the Available EDID panel to the Favorites panel. The EDID setting is copied to the Favorites panel (see figure 26, ❷). Alternatively, right-click the desired EDID and select **Copy**. Then **Paste** the EDID setting into the Favorites panel.

EDID filters

The filters can be used to easily and quickly locate specific EDID. Selectable filters include:

❶ Resolution
❷ Refresh rate
❸ Video format
❹ Audio format

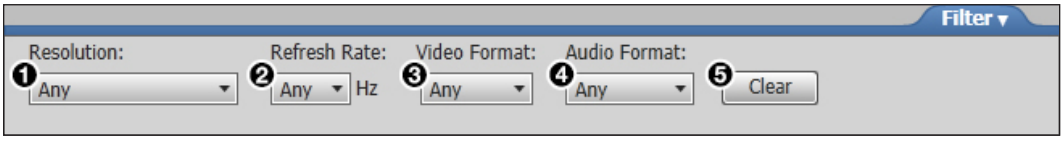


Figure 27. EDID Filters

To use a filter or combination of filters:

1. Select an EDID setting from one of the drop-down lists of the associated filter (see figure 27, ❶-❹). The available EDID options that match the filter selection are displayed in the Available EDID panel.
2. Repeat step 1 to apply more filters.

To clear the currently applied filters:

1. Click the **Clear** button next to the filters (see figure 27, ❺). All filters are reset.

Common timings

This function automatically displays available EDID settings that are common among multiple selected outputs.

1. Hold <Ctrl> and click the desired outputs in the Connected Outputs panel (see figure 26, ❸). The **Common Timings** tab appears, listing the EDID settings common among the selected outputs.
2. Select the desired common EDID setting. The EDID is shown in the Available EDID panel.

Reference Information

This section contains mounting information and instructions for updating firmware. Topics in this section include:

- **Mounting**
- **Updating Firmware with Firmware Loader**

Mounting

The XTP T USW 103 can be placed on a tabletop, mounted in a rack, or mounted underneath a desk.

Tabletop Placement

Attach the provided rubber feet to the bottom four corners of the enclosure.

Mounting Kits

Mount the unit using any optional compatible rack shelf or mounting kit listed at **www.extron.com**, in accordance with the directions included with the kit. For rack-mounting, see "UL guidelines for rack-mounted devices" below.

UL guidelines for rack-mounted devices

The following Underwriters Laboratories (UL) guidelines pertain to the safe installation of the XTP T USW 103 in a rack.

1. **Elevated operating ambient temperature** — If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient temperature. Therefore, install the XTP T USW 103 in an environment compatible with the maximum ambient temperature (Tma = +122 ˚F, +50 ˚C) specified by Extron.
2. **Reduced air flow** — Install the equipment in a rack so that the amount of air flow required for safe operation of the equipment is no compromised.
3. **Mechanical loading** — Mount the equipment in the rack so that a hazardous condition is not achieved due to uneven mechanical loading.
4. **Circuit overloading** — Connect the equipment to the supply circuit and consider the effect that circuit overloading might have an overcurrent protection and supply wiring. Appropriate consideration of equipment nameplate ratings should be used when addressing this concern.
5. **Reliable earthing (grounding)** — Maintain reliable grounding of rack-mounted equipment. Pay particular attention to supply connections other than direct connections to the branch circuit (e.g. use of power strips).

Updating Firmware with Firmware Loader

To upload and update firmware for the XTP T USW 103, download the new firmware to a connected computer and upload the firmware to the XTP T USW 103 with the Firmware Loader utility.

Downloading Extron Firmware Loader

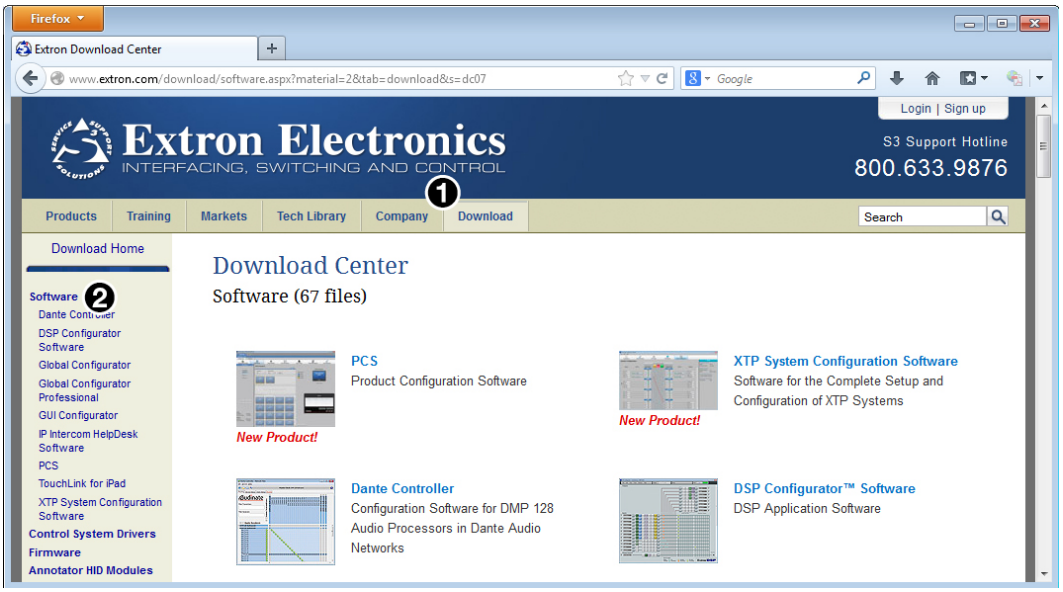


Figure 28. Locating Software on the Extron Website

1. On the Extron **website**, click the **`Download`** tab (see figure 28, ❶).
2. On the left sidebar, click the **`Software`** link (see figure 28, ❷).

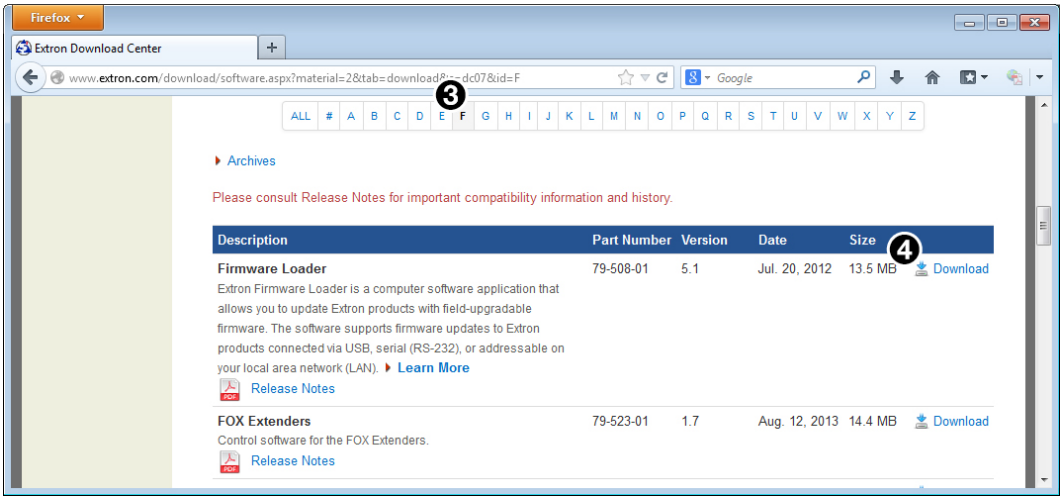

Firefox
Extron Download Center
www.extron.com/download/software.aspx?material=2&tab=download&s=dc07&id=F
Google
3
ALL # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
Archives
Please consult Release Notes for important compatibility information and history.
Description
Part Number
Version
Date
Size
4
Firmware Loader
79-508-01
5.1
Jul. 20, 2012
13.5 MB
Download
Extron Firmware Loader is a computer software application that allows you to update Extron products with field-upgradable firmware. The software supports firmware updates to Extron products connected via USB, serial (RS-232), or addressable on your local area network (LAN).
Learn More
Release Notes
FOX Extenders
79-523-01
1.7
Aug. 12, 2013
14.4 MB
Download
Control software for the FOX Extenders.
Release Notes

Figure 29. Locating Firmware Loader on the Extron Website

3. Click the **`F`** link and navigate to Firmware Loader (see figure 29, ❸).
4. Click the **`Download`** link on the right that corresponds with the program (see figure 29, ❹).
5. Submit any required information to start the download. Note where the file is saved.

Installing Firmware Loader

1. Once Firmware Loader has been downloaded, run the .exe file from the save location. The installation wizard window opens.
2. Follow the instructions on the Installation Wizard screens to install Firmware Loader on the computer.

Downloading Firmware

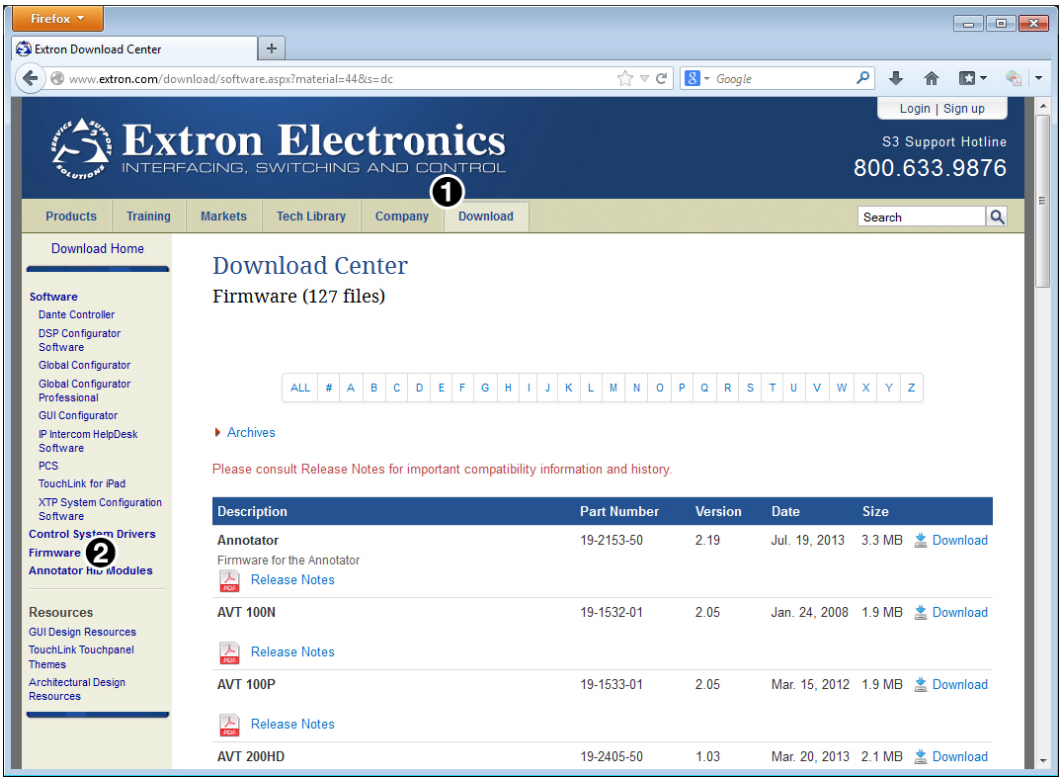


Figure 30. Downloading Firmware from the Extron Website

1. On the Extron **website**, click the **`Download`** tab (see figure 30, ❶).
2. On the left sidebar, click the **`Firmware`** link (see ❷).
3. Navigate to the XTP T USW 103.
4. Ensure the available firmware version is a later version than the current one on the device (see **Device Information panel** on page 29).

   NOTE: The firmware release notes are a PDF file that provides details about the changes between different firmware versions. The file can be downloaded from the same page as the firmware.

5. Click the **`Download`** link to the right of the desired device.
6. If required, enter any required information to start the download. Note where the file is saved.

Installing Firmware with Firmware Loader

1. Connect the host device to the front panel USB port.
2. Open Firmware Loader and establish a connection between the computer and the device. The Add Device... dialog box opens.

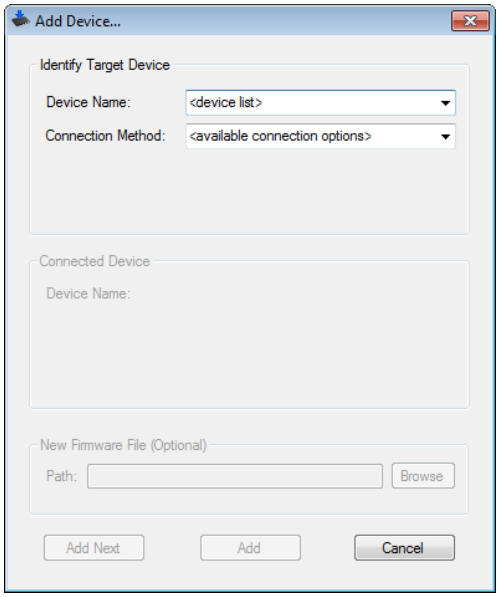


Figure 31. Add Device... Dialog Box

3. From the Device Name drop-down list, select **XTP T USW 103**.
4. From the **Connection Method** drop-down list, select the method of connection. The **Available Devices** drop-down list appears.
5. From the **Available Devices** drop-down list, select the desired device.
6. Click the **Connect** button.
7. Click the **Browse** button in the New File Firmware (Optional) panel.
8. On the Open dialog box, navigate to the new firmware file, which has an .S19 extension, and select it.

ATTENTION: Valid firmware files must have the file extension .S19. A file with any other extension is not a firmware upgrade for this device and could cause the device to stop functioning.

9. Click the **Open** button. The Browse dialog box opens.
10. Click the **Add** button. The Add Device... dialog box closes and the device and firmware are listed in the Firmware Loader main window.
11. Click the **Begin** button to start the upload process.
12. Close Firmware Loader when the **Remaining Time** field shows **00.00.00**, the **Progress** column shows **100%**, and the **Status** field shows **completed**.

Extron Warranty

Extron Electronics warrants this product against defects in materials and workmanship for a period of three years from the date of purchase. In the event of malfunction during the warranty period attributable directly to faulty workmanship and/or materials, Extron Electronics will, at its option, repair or replace said products or components, to whatever extent it shall deem necessary to restore said product to proper operating condition, provided that it is returned within the warranty period, with proof of purchase and description of malfunction to:

USA, Canada, South America, and Central America:
Extron Electronics
1230 South Lewis Street
Anaheim, CA 92805
U.S.A.

Japan:
Extron Electronics, Japan
Kyodo Building, 16 Ichibancho
Chiyoda-ku, Tokyo 102-0082
Japan

Europe and Africa:
Extron Europe
Hanzeboulevard 10
3825 PH Amersfoort
The Netherlands

China:
Extron China
686 Ronghua Road
Songjiang District
Shanghai 201611
China

Asia:
Extron Asia Pte Ltd
135 Joo Seng Road, #04-01
PM Industrial Bldg.
Singapore 368363
Singapore

Middle East:
Extron Middle East
Dubai Airport Free Zone
F12, PO Box 293666
United Arab Emirates, Dubai

This Limited Warranty does not apply if the fault has been caused by misuse, improper handling care, electrical or mechanical abuse, abnormal operating conditions, or if modifications were made to the product that were not authorized by Extron.

NOTE: If a product is defective, please call Extron and ask for an Application Engineer to receive an RA (Return Authorization) number. This will begin the repair process.

USA: 714.491.1500 or 800.633.9876 **Europe**: 31.33.453.4040
Asia: 65.6383.4400 **Japan**: 81.3.3511.7655

Units must be returned insured, with shipping charges prepaid. If not insured, you assume the risk of loss or damage during shipment. Returned units must include the serial number and a description of the problem, as well as the name of the person to contact in case there are any questions.

Extron Electronics makes no further warranties either expressed or implied with respect to the product and its quality, performance, merchantability, or fitness for any particular use. In no event will Extron Electronics be liable for direct, indirect, or consequential damages resulting from any defect in this product even if Extron Electronics has been advised of such damage.

Please note that laws vary from state to state and country to country, and that some provisions of this warranty may not apply to you.

Extron Headquarters		Extron Europe	Extron Asia	Extron Japan	Extron China	Extron Middle East	Extron Korea	Extron India
+1.800.633.9876 (Inside USA/Canada Only)		+800.3987.6673 (Inside Europe Only)	+65.6383.4400	+81.3.3511.7655	+86.21.3760.1568	+971.4.299.1800	+82.2.3444.1571	1800.3070.3777 Inside India Only
Extron USA - West	Extron USA - East	+31.33.453.4040	+65.6383.4664 FAX	+81.3.3511.7656 FAX	+86.21.3760.1566 FAX	+971.4.299.1880 FAX	+82.2.3444.1575 FAX	+91.80.3055.3777
+1.714.491.1500	+1.919.850.1000	+31.33.453.4050 FAX						+91.80.3055.3737 FAX
+1.714.491.1517 FAX	+1.919.850.1001 FAX							

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